



134 Cass St., #3 Woodstock, IL 60098
www.pivotalcounselingcenter.com

We are pleased to work with you and want to make your first visit as easy as possible.

Appointment:

With the following clinician:

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| ☐ Lindsay Keisman LCPC, CADC | ☐ Richard McCoy LCPC |
| ☐ Charlene Shephard LCPC, CADC | ☐ Breanne Pfrank LPC, CTRS (BCBS |
| ☐ Gale Harris LCSW | PPO & Aetna/Meritain only) |

Directions

We are located on the historic Woodstock Square. Our office is located on the 2nd floor above The Bike Haven and Interiors Anew. The door is tucked in between those two businesses and opens to a flight of stairs (Note: we are not handicap accessible). When you reach the top of the stairs there is a general waiting room on the right that you may have a seat in. Please help yourself to complimentary coffee, tea, or anything else from the beverage area. Your therapist will meet you in the waiting room at the time of your appointment.

Please do the following:

1. Please bring a photo ID and your insurance card to your first visit.
2. Visit our website at www.pivotalcounselingcenter.com and click on the "Client" tab and then the "New Client" tab to download our paperwork and complete it ahead of time.
3. If you are unable to print the paperwork, then please come to your session 15-20 minutes early to complete the paperwork. It will be located in the main waiting room in a green hanging folder on the wall.

Late Cancellation

We request 24 hours notice prior to your appointment if you need to cancel. Please call us if you need to cancel or reschedule your appointment.

Insurance Accepted

BCBS PPO, Aetna, Meritain, Humana, Cigna, United Healthcare, United Behavioral Health, Beacon Health Options, Magellan, Medicare (Gale Harris only), BCBS HMO (Advocate Sites)